

# Rachel Robins

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## PROFESSIONAL QUALIFICATIONS

Administrative professional driven to succeed. Extensive experience leveraging strong retail/ front office management skills with strong working relationships to maximize productivity. Enjoys providing exceptional customer experience and satisfaction from beginning to end. Excels at prioritizing projects, completing multiple tasks simultaneously and following through to achieve business objectives.

## CORE QUALIFICATIONS

- Customer Care
- Waitressing
- Bartending
- Appointment Systems
- Phone etiquette
- Sales and marketing
- Issue Resolution
- Schedule management
- Mail management
- Policies and procedures
- POS programs
- Payment processing
- Facility security

## EXPERIENCE

### **End Zone Daiquiri Bar & Grill, LLC , Baton Rouge, LA - Bartender**

DECEMBER 2018 - APRIL 2018

- Greeted and served guests during regular hours and for private parties
- Took food orders
- Made drinks consistently during high traffic hours
- Performed bartending duties such as set up and clean up

### **Our Lady of the Lake Regional Medical Center, Baton Rouge, LA - Guest Service Associate**

JANUARY 2018 - PRESENT

- Provides guidance to guests upon entry of the hospital
- Prepares for guest inquiries by studying surgery schedule for the day
- Answers a high volume of phone calls
- Gives clear and precise directions to guest to locate family members

### **European Wax Center, Baton Rouge, LA - Guest Service Associate/ Wax Ambassador**

MAY 2017 - FEBRUARY 2018

- Provides guidance to clients on the procedures at the spa
- Prepares for customer inquiries by studying products, services, and customer service processes.
- Coordinates appointments with staff members for canceled appointments and clients that have arrived before scheduled appointment time.
- Assist in getting client feedback on level of services delivered in order to improve on service delivery
- Opens and closes the spa at the appropriate time

### **Menguin Tuxedo, LA - Brand Ambassador/ Sales Associate**

FEBRUARY 2017 - PRESENT

- Obtains leads and pitched brand to potential customers

- Promotes brand awareness for products through off-site marketing promotional events
- Provides style advice for customers and coordinated collection pieces

**Vonnieab's Respite Care, Baton Rouge, LA - Assistant Office Manager**

JULY 2016 - DECEMBER 2016

- Began doing patient care in group homes
- Organized, filed, and maintained client files & employee records
- Assisted office supervisor in payroll completion
- Verified client and employee information in an accurate and secure manner
- Scheduled and performed hiring interviews for potential employees

**Tryst Girl Studio, Baton Rouge, LA - Sales Associate**

DECEMBER 2014 - JULY 2015

- Ensured high levels of customer satisfaction through excellent sales service
- Assessed customers needs and provide assistance, styling and information
- Maintained in-stock and presentable condition assigned areas
- Teamed up with co-workers to ensure proper customer service

**YMCA of Greater Baton Rouge, Zachary, LA - Front Desk Manager**

AUGUST 2013 - DECEMBER 2014

- Welcomed members and guests, and made sure they had an excellent workout
- Collected payments, renewed memberships, and resolved billing issues
- Filed and maintained records
- Sorted, distributed, or prepared mail, messages, or courier deliveries

**Louisiana State University, Baton Rouge, LA - Student Office Worker**

AUGUST 2012 - MAY 2013

- Performed a variety of data entry tasks.
- Created, updated and transmitted student records as necessary.
- Verified student information in an accurate and confidential manner.
- Performed reception and greeting duties as required

**Just Gorgeous Graphics, Baton Rouge, LA - Freelance Graphic Designer**

JULY 2007 - PRESENT

- Assist companies with their visual communication with their customers.
- Specializes in web design, logo creation, and branding concepts

## EDUCATION

**Our Lady of the Lake College, Baton Rouge, LA - Bachelor of Science in Nursing**

Fall 2015

Current GPA: 3.50

**Louisiana State University, Baton Rouge, LA - Fashion Design/ Merchandising**

Summer 2012 - Spring 2014

## AWARDS & ACTIVITIES

- Academic Honor Society Member
- Avid volunteer of the Susan G. Komen for the Cure, No Glass Slippers, and The Cinderella Project

